

# Crafting experiences that are effortless, empowering, and efficient. Your Success Inspires Us!

Dear Readers!

Welcome to our 32<sup>nd</sup> edition of SUPERGAS Connects! We're super excited to share some amazing achievements, updates, improvements we've been working on.

This edition is packed with exciting stuff that'll make you proud to be part of our journey.

Let's dive in!

## Highlights

- Word from our Director of Operations
- Energy Feed
- 2025 So Far
- Your Experience. Our Commitment. Let's Build It Together
- Our Valued Connections:
  - Customers
  - Partner Success
- Events at SUPERGAS

## Celebrating Our Achievements and Accelerating Forward in 2025

As we step into the second half of 2025, it's the perfect time to pause, reflect, and feel proud of everything we've achieved together. This year has been all about teamwork, and here are some highlights we can celebrate:

We've made significant strides in health and safety by establishing the Transport Operation Centre (TOC), enhancing road safety, and winning the "SHV Global Innovation Award." Additionally, we've reached a remarkable milestone of 365 days without any Lost Time Incident (LTI) across all our locations, achieving our goal of creating a safe environment for everyone. We've also performed T4S audits and achieved T4S certification in all locations, building up a strong health and safety culture.

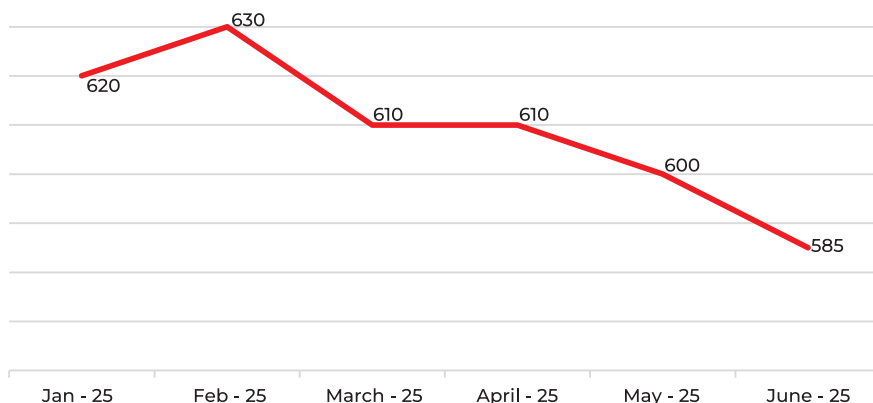
Our continuous improvement journey is in full swing, with the "True North" initiative making significant progress in establishing the Performance Control System (PCS) across three filling plants. Customer experience remains at the core of our strategy, and we have taken several actions to improve customer satisfaction, including launching a new 21 Kg cylinder, increasing on-time deliveries, and improving turnaround times across all filling plants.

We've also made significant investments in our infrastructure, expanding Maxima filling to new locations, developing new CBPs, and increasing solar power generation at the Porbandar terminal. None of these accomplishments would be possible without your commitment, hard work, and collaboration. Thank you for your support and efforts; let's excel and accelerate our initiatives for the second half of the year!



**MIGUEL BARROS**  
DIRECTOR-OPS.

## The Energy Feed



The LPG market, over the H1-2025 has shown overall bearish trend on account of reduced LPG requirement in India as well as other Asian markets. It can be witnessed in the following graph that CP has fallen by \$45/MT during June'25 from the peak of \$630/MT(Feb'25) level.

During the same time, crude oil had shown lot of volatility by touching peak of \$78.71 (in Jan'25) and bottom of \$57.13(in May'25).

In addition to this, following recent various geopolitical scenario, crude prices are expected to reach higher limits. It would be interesting to notice further on how energy market is responding in near future.

## Bringing SUPERGAS Closer to Market



We're thrilled to announce the opening of our new **Ongole Filling Plant** in January! This facility now serves the entire Andhra Pradesh region, drastically improving our reach, bringing SUPERGAS closer to homes, businesses, and industries across the state.

This strategic infrastructure development strengthens our commitment to reliable LPG supply and ensures faster, more efficient service.

**Excellence Recognized:  
We're Rated 'Good' by  
CareEdge!**



We're pleased to announce that SUPERGAS has been rated 'Good' by Care Edge. This recognition reflects our commitment to technical excellence, robust infrastructure, high safety standards, & sustainable business operations.

The rating validates our consistent efforts to maintain quality across all aspects of our operations and strengthens our position in LPG industry.

## 365 days with ZERO Lost Time Incidents

We've achieved something remarkable, a full year without any \*Lost Time Incidents across all our locations.

But this milestone didn't happen by chance; it's the result of our unwavering commitment to safety education, implementing best practices, and building robust infrastructure.

More importantly, it's a reflection of our dedication to choosing safety in every decision, every day. This isn't just SUPERGAS's achievement, it's OUR collective success story. Thank you for making safety a priority and being an integral part of this safety journey.

*\*Lost time incident = any work-related injury that prevents someone from doing their job the next workday*



## Visualise Before Installation



SUPERGAS Site Fit App, a practical solution that eliminates guesswork from LPG installations. Using Augmented Reality (AR) technology, customers can now see exactly how their LPG yard will look at their facility.

With this 3D visualization tool, no more surprises, no more assumptions, just accurate planning that ensures your LPG setup meets your exact requirements and expectations.

## Enhanced Transportation Safety with AI

Transport Operation Centre (TOC) Smart Drive is transforming safety standards through its AI-powered



camera system. By continuously monitoring drivers and their surroundings in real-time, it significantly mitigates transportation risks such as unauthorized driver access, driver drowsiness or distraction, and potential collision threats. During its pilot phase, this AI-driven technology demonstrated substantial improvements in safety-related events, leading to a 90% reduction in critical incidents. This breakthrough innovation earned SUPERGAS the prestigious Best Innovator Award from SHV Energy. By proactively addressing transportation risks before they become accidents, Smart Drive is establishing new benchmarks for transportation safety across the industry.

## 21 kg Commercial Cylinder Added to Our Product Range



We expanded our commercial offerings with the launch of 21 kg LPG cylinders. This new cylinder size was specifically designed to serve the HoReCa

(Hotels, Restaurants, and Catering) and small-scale industrial segment, providing businesses with another flexible fuel option for their operations.

## Your Experience. Our Commitment. Let's Build It Together.

At SUPERGAS India, we're building a better Customer Experience (CX)—together with our customers. Guided by six CX pillars we're on a mission to transform experience at every touch point with us—and we want you to be part of it:

- **CX Strategy:** Aligning our Brand Promise and initiatives with your evolving needs
- **Customer Understanding:** Listening deeply to your feedback and expectations
- **CX Culture:** Empowering teams to put you at the heart of every decision
- **CX Way of Working:** Simplifying processes to serve you better
- **CX Measurement:** Tracking what matters to improve what counts
- **CX Governance:** Ensuring consistency, accountability, and transparency



We're building tools and capabilities to make your journey smoother—and your voice is key to that.

- **Rate your experience** on the SG Care App
- **Share feedback or pain points**, in the app or with our team
- **Be heard**, your input drives real change



Take a moment, open the SG Care App and tell us how we're doing.

Together, let's co-create a service experience that's not just efficient—but exceptional.



## Our Valued Connections:



### Team Kapila Enterprise

Congratulations to Kapila Enterprise, Visakhapatnam for reaching an impressive milestone of 10,000 cylinders in May. This achievement reflects their dedication, hard work, and commitment to serving customers. We appreciate their consistent efforts and look forward to continued success together.



### ALEX THOMAS, MANAGING DIRECTOR

At Tierra Food, we process Kerala's agricultural crops into mindful snacking products. To achieve our desired output quality, we switched from another LPG supplier to SUPERGAS SR-Grade LPG. We truly appreciate SUPERGAS for installing our 8x450kg maxima installation following IS guidelines and providing continuous safety support through regular trainings and audits. Their team is highly responsive and professional, with a proactive approach that ensures effective solutions and complete customer satisfaction.

We want to hear about your wins! Share your success story and get featured as our next customer spotlight



## Events at SUPERGAS:

### Safety Week

SUPERGAS observed National Health & Safety Week from March 4-10, 2025, embracing the theme “Safety & Well-being is Crucial for Viksit Bharat.” This initiative underscores how a healthy, secure workforce drives India's vision of becoming a developed nation by 2047.

We conducted comprehensive safety events across all locations, reinforcing our commitment to both personal well-being and national progress.



### DEI Week

During June 2-6 2025, we observed DEI Week alongside the SHV Family of Companies under the theme “Championing Allyship.”

This important initiative focused on understanding how diverse voices & perspectives strengthen our organization. Through various activities and discussions, we explored ways to support each other and create a more inclusive workplace for everyone.



### World Environment Day

On World Environment Day, June 5<sup>th</sup>, we launched our 2024 Annual Sustainability Report, showcasing our dedicated efforts toward environmental responsibility.

This comprehensive report reflects our ongoing work and unwavering commitment to creating a greener, more sustainable future for generations to come.



### FARP 2025

Our Franchisee Award and Recognition Program (FARP) 2025 honoured outstanding franchisee partners across three locations - Vishakhapatnam, Ooty, and Daman. Over 250+ franchisees participated, celebrating achievements, sharing knowledge, and strengthening business networks.

SouthEast FARP - Vishakhapatnam



NorthWest FARP - Daman



South FARP - Ooty



### Indebted to the Contributors

- 1) Alex Thomas  
(Industrial Customer)
- 2) Miguel Barros

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